

**CONSUMER GRIEVANCE REDRESSAL FORUM**  
**NAGPUR ZONE (RURAL) M. S. E. D. C. L.**

Plot No.12, Shrikrupa, Vijaynagar, Chhaoni,  
NAGPUR – 440 013

SHRI V.R.Khobragade,IAS(Retd)  
Chairman

PH.(R)2457651(M)9923136412 (O) 0712- 2022198

Shri M.G.Deodhar,  
Member

(M)9422805325

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NO. CGRF/NZ/R/

Date :

**Certified copy of order dtd 2<sup>nd</sup> March,2009 in Case No. 63/2009 is enclosed herewith.**

Member-Secy/ Exe.Engineer,  
C.G.R.F.(NZ-R)MSEDCL  
N A G P U R

Copy to:-

1. Shri Chandrashekar Gulabraoji Nasare, At & Post- Saoli(khurd), Tah-Karanja(Ghadge) Dist-Wardha.
2. The Chief Engineer,Nagpur Zone (Rural)MSEDCL, Vidyut Bhavan,Katol Road, Nagpur.
3. The Exe.Engineer/N.O., O&M Circle Office, MSEDCL.Wardha, --
4. The E.E.,C.C.O&M Dn., MSEDCL, Arvi.for information and necessary action.

Address of **the Electricity Ombudsman** is given as below.

Office of - **The Electricity Ombudsman,**

Maharashtra Electricity Regulatory Commission,  
606-608, Keshava Building,  
Bandra-Kurla complex,  
MUMBAI- 400 051

TEL.- 022 - 26592965 (Direct)  
022 - 26590339 (Office)

**BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM  
M. S. ELECTRICITY DISTRIBUTION CO.LTD.**

**(NAGPUR ZONE – RURAL) NAGPUR.**

Application/Case No. CGRF/NZ/Rural/ **63** of 2009

Applicant : Shri Chandrashekhar Gulabraoji Nasare, At & Post- Saoli(khurd),  
Tah-Karanja(Ghadge), Dist-Wardha.

**-- VS --**

Non-applicant : 1.Executive Engineer/Nodal Officer, I.G.R.C,  
Circle Office,M.S.E.D.C.L., Wardha.  
2.Executive Engineer,C.C.O&M Dn., M.S.E.D.C.L., Arvi.

Present : 1.Shri V.R.Khobragade,Chairman  
2.Shri M.G.Deodhar,Member  
3.Shri S. A.Harpale,Member/Secy.

Appearance. : 1. Shri Nagorao Dewase,  
Representative of Applicant present.

1. Shri M.B.Dhabarde,AE.  
For Non-Applicants.

**ORDER**

( Passed this 2<sup>nd</sup> day of March,2009)  
( Per Shri V.R. Khobragade, CHAIRMAN)

1. As there was no communication in response to the application date. 12/4/2008 filed before IGRC,Wardha on Shri Nagorao Dewase filed the application to Forum requesting for compensation as per provision in force. Being Shri Dewase is nominated as representative by Chandrashekhar Nasare the application was entertained.
2. After receipt of his application, the Forum issued acknowledgement to Applicant, called parawise comments of the non-applicants(hereinafter called 'DL'/'NA'), a copy of the parawise comments was sent to the Applicant, issued notices to both the parties, finally heard both the parties on 16/2/2009. Forum thus, offered a fair, reasonable and adequate opportunity to both the parties for submission of their say in the matter.

3. The brief history of the matter is that one Shri C.G.Nasare R/O. Saoli(khurd) (hereinafter referred to 'Applicant') has filed grievance application in schedule form 'A' as per MERC (CGRF&EO) Regulations,2006 (hereinafter called the 'Regulations')on 13/1/2009. He has not been given electric connection to his agricultural pump within a month and hence he filed his grievance application to this Forum.
4. On the date of hearing both the parties were present. Shri C.G.Nasare, the Applicant was represented through Shri Nagorao Dewase. The representative requested for compensation on the issue as mentioned in application filed before the Forum. Representative contended that D.L. has not given connection within one month. Applicant therefore requests for compensation for delay till connection is given as per M.E.R.C. rules.
5. Shri M.B.Dhabarde,A.E. represented the case for company. He reiterated the same points as mentioned in the parawise comments submitted to the Forum and also drawn attention to the submission made by E.E., Arvi.
6. Forum has gone through the record and heard the arguments carefully. It is observed that Shri Nagorao Dewase has been duly nominated by Shri Nasare. The Applicant made an application on 15/11/2006 to the D.L. and A.E. sent application for spot inspection but he did not mention the date of forwarding to S.E. Submission of spot survey report is delayed for as 8 weeks e.g. (15/11/2006 to 30/1/2007) Rs.800 is to be paid as compensation to the Applicant by J.E. and A.E. in equal share. It is seen that present transformer being overloaded, an estimate was sent on 30/11/2006 to the Division office Arvi for sanction and EE..Arvi vide letter No.EE/A/SPA/22 DATE. 5/1/2007 sanctioned the estimate. Forum think that one week would be reasonable period for scrutiny and sanction of the plan and estimate and therefore there has been a delay of three weeks on the part of EE, Arvi. E.E., Arvi shall pay compensation of Rs. 300/- only. Demand note was issued with delay of 10days and A.E. is held responsible for compensation of Rs. 100 and to be paid to the Applicant. . Applicant has paid demand note amount on 5/4/2007 and submitted test report on 10/4/2007. From 10/4/2007 till filing the application, no power supply has been given to

agricultural pump. There has been a delay of 86 weeks. In this case installation of transformer was required and therefore a period of 3 months is excluded from delay occurred. After considering reasonable period of 12 weeks for installation of transformer, the delay comes to 74 weeks and hence Rs. 7400/- (Rs. 100 per week x 74 weeks= Rs. 7400/-) is to be compensated to the Applicant by the officials concerned. As the Applicant has not given connection till today i.e. from 12/1/2009 to 28.2.2009, compensation of Rs. 600/- is also to be paid to Applicant and he will be eligible for compensation till he gets electric supply. The work has been allotted to private company on TKC. As a matter of fact, TKC is an official arrangement agreed between DL(Company) and contractor. The Applicant has no concern with this arrangement. Applicant applied and paid required amount to DL. He was not a party to TKC. The Applicant can approach to company for persuasion of his long pending demand. It is for DL to pay compensation from the officials concerned in default. As regards refund of excessive amount paid for D.N. an amount of Rs. 2910/- is to be refunded to the Applicant.

7. With the above observations, the Forum unanimously pass the following order.

**-: ORDER :-**

1. The case is allowed.
2. Compensation of Rs. 900/- is to be shared in equal proportion among J.E./A.E. and be paid to the Applicant. Compensation of Rs. 300/- is to be paid by E.E., Arvi.
3. Compensation of Rs. 7400/- Plus Rs. 600/- is to be paid to the Applicant.
4. Parties to bear their own costs.
5. Parties be informed accordingly.

SD/ILLEGIBLE  
(V.R.KHOBRADE)  
CHAIRMAN

SD/ILLEGIBLE  
(M.G.DEODHAR)  
MEMBER

SD/ILLEGIBLE  
(S.A.HARPALE)  
MEMBER/SECY

CONSUMER GRIEVANCE REDRESSAL FORUM  
M.S.E.D.C.L.(NAGPUR ZONE – RURAL)NAGPUR

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